

# COLUMBUS HEALTH LITERACY COMMITTEE

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## DETAILS

Wednesday, November 13th, 2019

9:30am-11:00am

Columbus Public Health, Room 119D

## ATTENDEES

Emily Fisher, Gavin French, Allyson Horstman, Ken Grace, Sherri Smith, Bibiana Bishop, Matthew Demaulin, Devon Abdon, Kim Booth, Amanda Harvey, Zenia Sunavala, Jeff Lemichuk, Olabisi Eddy, Makeda Porter, Hibo Noor, Tiffany Morris, Rachelle Brown, Eyerusalem Tessema, Mary Mutegi, Justine Barr

## MINUTES

✓ **Introductions:** Meeting began at 9:30am with introductions

✓ **Health Literacy 101 Presentation:**

Gavin French & Allyson Horstman

- Presentation was created by this committee
- Immigrants & Refugees lens added to this presentation
- Looking for opportunities to give this presentation to more organization and groups
  - Please email me at [ASHorstman@columbus.gov](mailto:ASHorstman@columbus.gov) with recommendations

✓ **Local Insurance Application Assistance:**

- This document includes addresses of where a client can go in the city of Columbus to get assistance with an insurance application
- It was a goal of the Health Insurance strategic work group and is completed.
- I will attach a electronic file, you can also contact me to request printed copies of this document for your organization.

## STRATEGIC WORK GROUP UPDATES – 2020 PLANNING

✓ **New American Group Update**

- Educate Community
  - Go to different clinics to distribute education & materials to patients
    - Teach they have the permission to ask questions to doctors
  - Decide on target groups and best locations to meet them where they are
  - Attend already-existing ESL classes to educate on health literacy and interacting with the American medical system
- Training
  - Interpreters, navigators
  - CPH internal programs and clinics

- FQHCs & Free Clinics
  - Video and Infographics targeting specific populations
- ✓ **Health Literacy Training and Outreach Group Update**
  - Evaluations for the trainings shared with the workgroup so they can analyze if the training is valuable and helpful
    - Evaluate the evaluations and modify as needed
  - Find more opportunities to give the HL 101 Training
  - Familiarize ourselves with patient portals (what's out there?)
  - Open dialogue with MCOs to see if they can adopt HL tools to help patients
  - Work with FQHCs on how we can get more messaging out
- ✓ **Health Insurance Group Update**
  - Give HL 101 Training to MCOs
    - Help them learn how they can help their clients with health literacy challenges
  - Education from MCOs about going to Primary Care vs Emergency Room
  - Educate assisters on how to help clients on their next steps in receiving care in a health literate way
  - The workgroup is working to develop a document of “next steps” for clients to be given after they sign up for Medicaid. CPH will fact find to see if other organizations or communities already have a document created. This document will be like a roadmap that informs clients on the steps they will need to take, but also what they can expect.

## NEXT MEETING

### ✓ **CHLC General Meeting**

- December 11<sup>th</sup>, 2019
- 9:30am – 11:00am
- Columbus Public Health, Room 119D
- Presenter:
  - LifeLine of Ohio
  - Adrianna Wise, Multicultural Engagement Coordinator